

Bills and Waivers

Purpose

This guide is for processing bills and waivers.

Definition

Bills can occur through a system-generated process (such as a corrected timecard or personnel action) or through a manual request (such as requesting payment for an outstanding travel advance). A waiver can be requested by an employee if the employee feels that the error occurred through an administrative error and that there is no indication of fraud, misrepresentation, fault, or lack of good faith on the part of the employee.

When a bill is created

Step	Action
1	When a bill is created, ARC receives a Notice of Intent to Offset Salary from the National Finance Center (NFC). The notice outlines repayment options.
2	ARC mails a copy of the Notice of Intent to Offset Salary to the employee.

Employee Procedures

Step	Action
3	Employee has 30 days to request alternative payment options and/or request a waiver. An employee's lack of response to the notice will signify the bill will be collected as set up by NFC—typically collecting 15 percent of disposable pay per pay period until the bill is paid in full.
4	If an employee wishes to request waiver of the debt, he/she must make the request in writing. The request should clearly indicate the reason(s) why the employee believes he/she is not responsible for repayment of the debt. Waiver requests should be sent to the Pay and Leave Services Branch for coordination.
5	If the employee requests a waiver, the Pay and Leave Services Staff will forward the request to the customer agency for a decision.

ARC Procedures

Step	Action
6	<p>If a waiver is not requested, ARC Pay and Leave Services Branch will monitor deductions based on employee's decision.</p> <ul style="list-style-type: none">• If there is no response from the employee, the bill will begin deducting and payments will be monitored biweekly until debt is repaid.• If employee requests an alternate repayment plan (less than scheduled payment) due to financial hardship, the employee must select a payment amount and state the reason for the reduction of payment. This payment election must be approved by the customer agency's approving official. Approving official sends decision to ARC to forward to NFC.• If an employee elects to pay more than the scheduled amount, employee states amount to be paid and sends request to ARC to forward to NFC.
7	<p>If an employee requests a waiver, ARC will place the bill on hold with NFC until the customer agency decides to either waive or collect the bill.</p> <ul style="list-style-type: none">• If the waiver is denied, the employee may appeal and ARC will keep the bill on hold until a final decision is made.• If the appeal is denied or the employee does not request an appeal, the bill will be collected.• If the waiver is granted, the debt will be cancelled.

For more information

Email Payroll@bpd.treas.gov or call one of the contacts listed below:

- Headquarters and West Point: Theresa Sayger, 304-480-8266
- All other Mint locations: Terri Walker, 304-480-8263